

Search Notes

Application/Control No.

09/899,895

Examiner

Tamara L. Graysay

Applicant(s)/Patent under
Reexamination

NOURBAKHS ET AL.

Art Unit

3623

SEARCHED

Class	Subclass	Date	Examiner
705	9	6/19/2005	TG

INTERFERENCE SEARCHED

Class	Subclass	Date	Examiner

**SEARCH NOTES
(INCLUDING SEARCH STRATEGY)**

	DATE	EXMR
reviewed 01JUN2005 PLUS search	6/18/2005	TG
DIALOG search - printout attached	6/19/2005	TG
www.callcentermagazine.com search - forecasting, long, range, term, blue pumpkin	6/19/2005	TG
INTERNET ARCHIVE search - blue-pumpkin.com	6/19/2005	TG
consulted T.Hafiz AU3623	6/20/2005	TG
GOOGLE search - iccm.com	6/20/2005	TG

Set	Items	Description
S1	0	(FORECASTPRO OR FORECAST()PRO)(9N)(ACD OR CALL()CENTER)
S2	0	(FORECASTPRO OR FORECAST()PRO)(S)(ACD OR CALL()CENTER)
S3	626	(FORECASTPRO OR FORECAST()PRO)
S4	6	(FORECASTPRO OR FORECAST()PRO)(F)(ACD OR CALL()CENTER)
S5	1300	(FORECASTING (S) SOFTWARE) AND (CALL()CENTER OR ACD)
S6	306	S5 AND (SCHEDULE OR SCHEDULED OR SCHEDULING) AND (TASK OR SKILL)
S7	44	S6 AND (LONG()RANGE OR LONG()TERM)
S8	27	RD (unique items)
S9	18	S8 NOT PY>2001

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